



The Future of Health Is Not Just Digital, It's Diverse

A Look at Sword's Commitment to Improving DE&I and Overcoming Health Disparities



Sword Health deeply believes in a more diverse, equitable and inclusive future—one where access to high-quality care is not determined or hindered by race, gender, sexual orientation or socio-economic background.

From the top down, and the bottom up, we have built a world-class physical care company based on these principles. We believe a more diverse and inclusive workforce is essential to delivering the best care, service and outcomes for our members. We also recognize that many of members face deep-rooted disparities that prevent them from receiving equal care, and we have an important responsibility to break down these systemic barriers as much as possible.

Sword's commitment to diversity, equity, and inclusion (DE&I) is pervasive throughout our organization. It can be seen in our leadership, in the people we hire, in the way we treat members, and in the way we see strength in our differences as well as our similarities. For us, DE&I isn't just a corporate buzzword. It's the key to our productivity, innovation, and industry-leading success.

Here's how we drive DE&I at all levels of our company:

Who leads at the top

Our [senior leadership team](#) consists of executives from a diversity of ethnic backgrounds. A third of these leaders are women. Our Portuguese-born founder and CEO, Virgílio Bento, has long been a

champion of diversity and inclusion. His genuine commitment ensures that these initiatives get the support that they need and deserve, from the CEO's office on down.

Who we hire

Sword's mission is to free 2 billion people from pain—regardless of their race or background. It's critically important that our workforce reflect the diversity of the members we serve. We want our members to see themselves in Sword, and we want our employees to deeply understand the challenges that our members face.



In this spirit, we have one of the highest percentages of female employees among companies in the digital healthcare space. Nearly a quarter of our licensed physical therapists, who personalize the treatment for each and every member, come from underrepresented minority groups. About 11% of our PTs are bilingual or



multilingual.

We aim to hire the best talent, but always with the goal of creating a diverse workforce so everyone feels represented.

How we train

All of our physical therapists are required to undergo training on gender-affirmative and LGBTQ+ cultural competency and education. We follow curricula developed by the creators of the PT Proud movement, whose objective is to address health disparities and improve the healthcare experience of LGBTQ+ patients and clinicians.

We provide other training to build equitable values and create a sensitive environment for all members.



What choices we give

Every Sword member is matched with a dedicated PT, who serves as their guide throughout their program. During the signup process, members are given a choice of available PTs. This allows them to self-select the clinician that they identify with the most, based on gender, race, background, training, specialization, and interests.

How we maximize outcomes

At Sword, one of our core tenets is that everyone's pain is different. We recognize that each member comes to us with a unique set of goals, challenges, and circumstances. Their recovery should be as personal as their story. That's why the Sword program is designed to deliver tailored care at every step, combining industry-leading motion-capture technology with 100% of care from doctors of physical therapy. Truly personalized treatment is the key to maximizing adherence and outcomes for our members.

Sword Equity Council

We have also created an internal equity council, which is open to all Sword employees and led by them. The council not only serves as an internal guiding light on all DE&I issues within the company, but also allows each collaborator to make meaningful contributions to DE&I initiatives. The council has a direct line to our leadership team to make recommendations to further our commitment to diversity and inclusion.

Our APTA Partnership

In its first ever collaboration with a digital musculoskeletal company, the American Physical Therapy Association partnered with Sword to support DE&I efforts within the profession. Powered by an annual funding commitment of \$100,000 from Sword, this initiative aims to drive new models of care and increase health access for underserved communities. This effort will also fund scholarships for underrepresented minorities seeking to pursue careers in physical therapy.

The future of healthcare is diverse—and limitless. We are excited by the opportunities to revolutionize the pathways to care and recovery for people in pain. We're committed to putting action behind our words, and providing the highest quality care to the most diverse patient population possible. That will only be possible if we continue to foster diversity, equity, and inclusion at every level.

To learn more about our commitment to diversity and inclusion, contact us at:

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